



pennsylvania
DEPARTMENT OF COMMUNITY
& ECONOMIC DEVELOPMENT

MANUFACTURED HOUSING RETAILER RESPONSIBILITIES

A Guide for Retailers of New Manufactured Homes
from the Manufactured Home Procedural
and Enforcement Regulations



*Photo Courtesy of:
Pleasant Valley Homes, Pine Grove, PA*



GUIDE FOR RETAILERS OF NEW MANUFACTURED HOMES

Retailers of NEW manufactured home sales have several responsibilities under the federal regulations at 24 CFR Part 3282, Subpart F.

It prohibits the sale, lease, or offer for sale or lease of manufactured homes known by the distributor or retailer not to be in conformance with the standards, and it includes responsibilities for maintaining certain records and assisting in the gathering of certain information.

PROHIBITION OF SALE

24 CFR Part 3282.252

No distributor or retailer shall make use of any means of transportation affecting interstate or foreign commerce or the mails to sell, lease, or offer for sale or lease in the United States any manufactured home manufactured on or after the effective date of an applicable standard.

DISTRIBUTOR AND RETAILER ALTERATIONS

24 CFR Part 3282.254

If a distributor or retailer alters a manufactured home in such a way as to create an imminent safety hazard or to create a condition which causes a failure to conform with applicable Federal standards, the manufactured home affected may not be sold, leased, or offered for sale or lease.

DISTRIBUTOR OR RETAILER COMPLAINT HANDLING

24 CFR Part 3282.256

When a distributor or retailer believes that a manufactured home in its possession which it has not yet sold to a purchaser contains an imminent safety hazard, serious defect, defect, or noncompliance, the distributor or retailer shall refer the matter to the manufacturer. If the distributor or retailer is not satisfied with the action taken by the manufacturer, it may refer the matter to the SAA. Warranties do not replace this responsibility.

MANUFACTURED HOME CONSUMER MANUAL REQUIREMENTS

24 CFR Part 3282.207(b) and .207(d)

The manufacturer shall provide the consumer manual by placing a manual in each such manufactured home before the manufactured home leaves the manufacturing plant. The manual shall be placed in a conspicuous location in a manner likely to assure that it is not removed until the purchaser removes it. No retailer or distributor may interfere with the distribution of the consumer manual. When necessary, the retailer or distributor shall take any appropriate steps to assure that the purchaser receives a consumer manual from the manufacturer.

CONSUMER COMPLAINT AND INFORMATION REFERRAL

24 CFR Part 3282.403

Retailer responsibilities. When a retailer receives a consumer complaint or other information about a home in its possession, or that it has sold or leased, that likely indicates a noncompliance, defect, serious defect, or imminent safety hazard, the retailer must forward the complaint or information to the manufacturer of the manufactured home in question as early as possible. Warranties do not replace this responsibility.

COMPLETION OF INFORMATION CARD

24 CFR Part 3282.255

Whenever a distributor or retailer sells a manufactured home subject to the standards to a purchaser, the distributor or retailer shall fill out the card with information provided by the purchaser and shall send the card to the manufacturer.

OWNER REGISTRATION CARD	
Plant Location _____	Serial No. _____ Retail Delivery Date _____
<hr/>	
BUILDER/DEALER/SELLER	PURCHASER
Name _____	
Address _____	
City, State, Zip _____	
<hr/>	
Location of Home if Different Than Above _____	Phone #: _____
Address _____	
City, State, Zip _____	
<hr/>	
Model _____	
Size _____	
Mfg. Date _____	

DATA PLATE

24 CFR Part 3280.5

The Data Plate is required to be affixed in a permanent manner. Manufacturers typically locate the data plate on an inside wall in a bedroom closet or underneath the kitchen sink on the side panel within the cabinet. This contains important information and should be shown to the homeowner after purchase.



Blue Bell, PA

Manufacturer Address: _____

PLANT NO: _____
DATE OF MFG: _____

HUD Label No. (s) _____

Manufacturer's Serial Number and Model Unit Designation _____

Design Approval _____

This manufactured home is designed to comply with the Federal Manufactured Home Construction and Safety Standards in force at time of manufacture. The manufacturer certifies this home is compliant with the Title VI, Toxic Substances Control Act.

The factory installed equipment includes:

Equipment	Manufacturer	Model Designation
Heating		
Air cooling		
Cooking		
Refrigerator		
Water Heater		
Washer		
Clothes Dryer		
Dishwasher		
Garbage Disposal		
Fireplace		
Microwave		

HOME CONSTRUCTED FOR: ZONE _____

This home has not been designed for the higher wind pressures and anchoring provisions required for seacoastal areas and should not be located within 150' of the coastline in Wind Zones I and II, unless the home and its anchoring and foundation system have been designed for the increased requirement specified for exposure D in ANSI/APSC 7-88. This home HAS NOT been equipped with storm shutters or other protective coverings for windows and exterior door openings. For homes designed to be located in Wind Zones I and II, which have not been provided with shutters or equivalent covering devices, it is strongly recommended that the home be made ready to be equipped with these devices in accordance with the method recommended in manufacturers printed instructions.

BASIC WIND ZONE MAP

DESIGN ROOF LOAD ZONE MAP

FILE COPY

ATTACHMENT LOAD

This manufactured home IS NOT designed to accommodate the additional loads imposed by the attachment of an attached accessory building or structure in accordance with the manufacturer installation instructions.

COMFORT HEATING

This manufactured home has been thermally insulated to conform with the requirements of the federal manufactured home construction and safety standards for all locations within ULD value zone 3. (See map at bottom) Heating equipment manufacturer and model (one list at left). The above heating equipment has the capacity to maintain an average 70 degrees F temperature in this home at outdoor temperatures of degrees F. To maximize furnace operating economy, and to conserve energy, it is recommended that this home be installed where the outdoor winter design temperature (DT 12%) is not higher than degrees Fahrenheit.

The above information has been calculated assuming a maximum wind velocity of 15 mph at standard atmospheric pressure.

COMFORT COOLING

An air conditioner not provided at factory

The air distribution system of this home is suitable for the installation of central air conditioning. The supply air distribution system installed in this home is sized for a manufactured home central air conditioning system of up to 8.1 Gils. rated capacity which are certified in accordance with the appropriate air conditioning and refrigeration industry standards, when the air circulation of such air conditioners are rated at 2.0 inch water column static pressure or greater for the cooling air delivered to the manufactured home supply air duct system. Information necessary to calculate cooling loads at various locations and orientations is provided in the optional comfort cooling information provided with this manufactured home.

To determine the required capacity of equipment to cool a home efficiently and economically, a cooling load (peak gals) calculation is required. The cooling load is dependent on the orientation, location and the direction of the home. Central air conditioners operate most efficiently and provide the greatest comfort when their capacity closely approximates the calculated cooling load. Each home's air conditioner should be sized in accordance with the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE) Handbook of Fundamentals 1987 edition, since the location and orientation are known.

INFORMATION PROVIDED BY THE MANUFACTURER NECESSARY TO CALCULATE

SENSIBLE HEAT GAIN

Walls (without windows and doors)	_____	sq. ft.
Ceilings and roofs of light color	_____ <th>sq. ft.</th>	sq. ft.
Ceilings and roofs of dark color	_____ <th>sq. ft.</th>	sq. ft.
Floors	_____ <th>sq. ft.</th>	sq. ft.
Air ducts in floor	_____ <th>sq. ft.</th>	sq. ft.
Air ducts in ceiling	_____ <th>sq. ft.</th>	sq. ft.
Air ducts installed outside the home	_____ <th>sq. ft.</th>	sq. ft.

The following are the duct areas in this home:

Air ducts in floor	_____	sq. ft.
Air ducts in ceiling	_____	sq. ft.
Air ducts outside the home	_____	sq. ft.

ULD VALUE ZONE MAP

ED-71 60906 Dec-O-Air, Inc. 03-06

CONSUMER INFORMATION DISCLOSURE

24 CFR 3286.7

Retailer disclosures before sale or lease. Prior to execution of the sales contract to purchase or agreement to lease a manufactured home, the retailer must provide the purchaser or lessee with a consumer disclosure.

DISPUTE RESOLUTION DISCLOSURE / RETAILER NOTIFICATION AT SALE

24 CFR 3288.5

Retailer notice at the time of signing. At the time of signing a contract for sale or lease for a manufactured home, the retailer must provide the purchaser with a retailer notice.

DISCLOSURES ARE REQUIRED TO BE PROVIDED BY THE RETAILER TO THE PURCHASER



Photo Courtesy of:
DB Homes, Johnstown, PA



FAQS AND ADDITIONAL RESOURCES



Photo Courtesy of:
Pleasant Valley Homes, Pine Grove, PA

RETAILER FAQ'S

What information am I required to forward to the manufacturer of the home?

Regardless of the home's age, you must refer every matter to the manufacturer where the retailer believes or knows that the complaint or other information that indicates the possible existence of a failure.

May I make corrections or alterations to a new manufactured home prior to the sale of the home?

Yes, as long as the home is not altered in such a way as to create an imminent safety hazard or take it out of conformance. To avoid taking the home out of conformance, you must receive manufacturer authorization, obtain applicable instructions, and maintain records of the work. The manufacturer is responsible for correcting all nonconformances and imminent safety hazards on homes not yet sold.

What is my responsibility as a retailer if I know a new home on the lot does not conform to the HUD Standards?

You must contact the manufacturer, provide full information concerning the problem, and request appropriate action. This action may include manufacturer repair or authorization for you to repair on a reimbursable basis. You may not offer to either sell or lease the home until it meets the Standards.

Whom do I contact when I forward a complaint or a request for service to the manufacturer, but the manufacturer does not adequately respond?

You may contact the Pennsylvania State Administrative Agency (PA SAA) which is the Housing & Buildings Standards Division at PA DCED: Michael Moglia, 717-720-7416 or email at mmoglia@pa.gov.

MAINTAIN RECORDS OF ALL INFORMATION FORWARDED TO THE MANUFACTURER INCLUDING AUTHORIZED REPAIRS MADE BY THE RETAILER. FAILURE TO DO SO PLACES LIABILITY ON THE RETAILER.

ADDITIONAL MANUFACTURED HOUSING INFORMATION

HUD Manufactured Housing Installation Program:

www.manufacturedhousinginstallation.com

For regulations, construction standards and other HUD related information, HUD Office of Manufactured Housing Programs: www.hud.gov/program_offices/housing/rmra/mhs/mhshome

For further information regarding the Pennsylvania Manufactured Housing Program:

www.dced.pa.gov/mh

Email: housingstandards@pa.gov

